

Co-browse Summary Report

| Media Type | Agent Name | Day | Interaction Count | Interactions with Co-browse | Co-browse Sessions | % Rate of Co-browse | Co-browse Write Sessions | Avg Before Co-browse Started Time (Fmt) | Avg Handle Time (Fmt) |
|------------|-------------------------|--------------|-------------------|-----------------------------|--------------------|---------------------|--------------------------|---|-----------------------|
| Chat | , Agent1 (Agent1) | 2018-09-17 | 1 | 0 | 0 | 0.00% | 0 | | |
| | , Agent2 (Agent2) | 2018-09-10 | 2 | 2 | 2 | 100.00% | 1 | 00:00:18 | 00:00:27 |
| | | 2018-09-11 | 3 | 1 | 1 | 33.33% | 1 | 00:00:59 | 00:01:34 |
| | | 2018-09-13 | 1 | 1 | 3 | 100.00% | 0 | 00:00:53 | 00:03:29 |
| | | 2018-09-15 | 3 | 0 | 0 | 0.00% | 0 | | |
| | | 2018-09-17 | 16 | 2 | 2 | 12.50% | 0 | 00:00:40 | 00:00:14 |
| | | Total | 26 | 6 | 8 | 23.08% | 2 | 00:00:38 | 00:01:40 |
| Voice | , A6001_sip (A6001_sip) | 2011-04-11 | 9 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-04-13 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-11-10 | 3 | 0 | 0 | 0.00% | 0 | | |
| | , Agent1 (Agent1) | 2011-01-14 | 35 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-01-24 | 44 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-04-13 | 1 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-04-14 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-04-25 | 4 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-11-10 | 1 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-04 | 6 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-05 | 1 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-06 | 3 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-15 | 17 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-16 | 7 | 0 | 0 | 0.00% | 0 | | |
| | , Agent2 (Agent2) | 2011-01-14 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-01-24 | 4 | 0 | 0 | 0.00% | 0 | | |
| | | 2011-04-25 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-04 | 1 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-05 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-06 | 3 | 0 | 0 | 0.00% | 0 | | |

Co-browse Summary Report

| Media Type | Agent Name | Day | Interaction Count | Interactions with Co-browse | Co-browse Sessions | % Rate of Co-browse | Co-browse Write Sessions | Avg Before Co-browse Started Time (Fmt) | Avg Handle Time (Fmt) |
|--------------|----------------------|------------|-------------------|-----------------------------|--------------------|---------------------|--------------------------|---|-----------------------|
| Voice | , Agent2 (Agent2) | 2017-12-08 | 1 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-15 | 17 | 0 | 0 | 0.00% | 0 | | |
| | | 2017-12-16 | 4 | 0 | 0 | 0.00% | 0 | | |
| | , Agent3 (Agent3) | 2011-04-25 | 2 | 0 | 0 | 0.00% | 0 | | |
| | | 2018-09-12 | 3 | 1 | 2 | 33.33% | 0 | 00:00:52 | 00:00:10 |
| | , Agent4 (Agent4) | 2011-04-25 | 2 | 0 | 0 | 0.00% | 0 | | |
| | Total | | 178 | 1 | 2 | 0.56% | 0 | 00:00:52 | 00:00:10 |
| Total | | | 204 | 7 | 10 | 3.43% | 2 | 00:00:40 | 00:01:22 |